



OFFICE OF THE GOVERNMENT CORPORATE COUNSEL

CITIZEN'S CHARTER

2019 (1st Edition)



AGENCY PROFILE

- I. Mandate:** The Office of the Government Corporate Counsel as the premier law office of the government-owned or controlled corporations, their subsidiaries, other corporate off-springs and government acquired asset corporations, is committed to uphold justice under the rule of law with integrity, excellence and professionalism.
- II. Vision:** The Office of the Government Corporate Counsel as the premier law office of the government-owned or controlled corporations, their subsidiaries, other corporate off-springs and government acquired asset corporations, is committed to uphold justice under the rule of law with integrity, excellence and professionalism.
- III. Mission:** Provision of effective legal service to all government-owned or controlled corporations, their subsidiaries, other corporate off-springs and government-acquired asset corporations.
- IV. Service Pledge:** We, the officers and employees of the Office of the Government Corporate Counsel, commit to uphold justice under the rule of law with integrity, excellence and professionalism, by safeguarding the legal interest of all government-owned or controlled corporations, their subsidiaries, other corporate off-springs and government-acquired asset corporations, through effective legal service.



External Services

Page Number

Contract Review	4-5
Legal Opinion	4-5
Litigation	6
Mediation/Arbitration	7
Supervision and Control of GOCC Legal Departments	8



OGCC

Legal Services



1. Contract Review / Legal Opinion

Contract Review: Review, revise or modify, as the case may be, all contracts referred by GOCCs, as required by law, to make the same conform with existing laws and applicable government rules and regulations, and/or to prepare such contracts when so requested in appropriate cases.

Legal Opinion: Render legal opinions, as required by law, on all important legal questions referred by the GOCCs

Office or Division:	Concerned Team			
Classification:	Core process			
Type of Transaction:	Review			
Who may avail:	Client GOCCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Contract Review:				
Request for Contract Review		From Client through letter form		
Contract and its Annexes		From Client		
For Legal Opinion:				
Request for Opinion		From Client through letter form		
Opinion and its Annexes		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete documentary requirements to the OGCC's Records Section	1. Stamps receipts and make appropriate entries/encoding; Attaches Form 400 or 500, whichever is applicable	None	3 hours from receipt of complete documents	Administrative Officer V Records Section Administrative Division
	2. Assigns request to the team concerned	None	1 working day from receipt of document	Executive Assistant Office of the GCC
	3. Assigns the request to a handling lawyer	None	1 working day from receipt of document	Team Leader



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Reviews the request and prepares initial draft	None	7 working day from receipt of document	Handling Lawyer
	5. Initial review of the draft	None	10 working days	Team Leader
	6. Second review of draft	None		AGCC for Legal Opinion and Contract Review
	7. Third review of draft	None		Office of the DGCC
	8. Final review of draft	None		Office of the GCC
	9. Finalization of draft	None		Handling Lawyer
	10. Dispatch of final and official Legal Opinion and Contract Review	None	1 working day upon receipt	Administrative Officer V Records Section Administrative Division



2. Litigation

Represent GOCCs in the litigation of appropriate cases brought before the courts or quasi-judicial bodies in the Philippines or abroad.

Office or Division:	Concerned Team			
Classification:	Core process			
Type of Transaction:	Case Handling			
Who may avail:	Client GOCCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of endorsement of case		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>There are no entries for this critical service because this service is governed by the Rules of Court and other applicable laws, rules and regulations. The steps and cost vary depending on the nature and complexity of the case. While the process and procedures are governed by various laws and issuances, the OGCC continues to provide quality, effective and efficient services to its clients. Currently, the OGCC conducts weekly Management Committee meetings where Team Leaders are directed to remind their staff to strictly comply with the reglementary periods. Also, one of the standards in evaluation the performance of OGCC lawyers is the determination of whether cases assigned were properly handled without any incidence of mishandling or negligence. This strict monitoring has produced positive results in 2018, such that of cases handled by OGCC, there were no dismissal due to technicality.</p>				



3. Mediation and Arbitration

Mediation and Arbitration: Mediate or arbitrate under P.D. 242, in relation to relevant provisions of R.A. 9285 and the Administrative Code of 1987, appropriate disputes, claims and controversies between or among GOCCs in appropriate cases.

Office or Division:	Concerned Team			
Classification:	Core process			
Type of Transaction:	Case Handling			
Who may avail:	Client GOCCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request to handle mediation		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>There are no entries for this critical service because this service is governed by PD 242 with its IRR. The steps and cost vary depending on the nature and complexity of the case. The OGCC, however, continues to provide quality, effective and efficient services to its clients to resolve the disputes referred to OGCC. Currently the OGCC conducts weekly Management Committee meetings where Team Leaders are directed to remind their staff to strictly comply with the reglementary periods. Also, one of the standards in evaluating the performance of OGCC lawyers is the determination whether cases assigned were properly handled without any incidence of mishandling or negligence, and resolved within the time prescribed. This strict monitoring has produced positive results in 2018, such that cases handled by OGCC were resolved and forwarded to the DOJ for approval.</p>				



4. Supervision and Control of GOCC Legal Departments

- Conduct periodic performance audit of the legal departments maintained by the GOCCs;
- Require legal departments of GOCCs to submit periodic reports of work performed and/or accomplished;
- Enjoin GOCCs from hiring private lawyers or law firms to represent them or to be their legal retainers, subject to certain exceptions; and
- Impose or recommend appropriate administrative or disciplinary sanctions against erring lawyers in the legal departments of GOCCs.

Office or Division:		Concerned Team		
Classification:		Core process		
Type of Transaction:		Supervision and control of GOCC Legal Departments		
Who may avail:		Client GOCCs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
There are no entries for this critical service because this is exercised through the requests for Contract Reviews and Legal Opinion, and handling of judicial and quasi-judicial cases for client GOCCs.				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client GOCCs are given Customer Satisfaction forms by July (January to June) and January (July to December)
How feedbacks are processed	Feedback will be collected and tabulated and will be sent to the Office of the GCC where it will be discussed during the Management Committee meeting.
How to file a complaint	Personally submit written complaint through the Records Section, or through email address: ogccpersonnel@doj.gov.ph
How complaints are processed	<ul style="list-style-type: none"> • A Committee will be created to: <ul style="list-style-type: none"> ○ investigate/review the complaint ○ forward its findings to the Top Management ○ give its recommendation to the Top Management • Top Management will act on the findings and report of the Committee.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB): <i>Phone:</i> 1-6565 <i>Mobile:</i> +63(909)-8816565 <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Web:</i> contactcenterngbayan.gov.ph</p> <p>Presidential Complaint Center (PCC): <i>Phone:</i> +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8621 (fax) <i>Email:</i> pcc@malacanang.gov.ph <i>Mail:</i> Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Anti-Red Tape Authority <i>Phone:</i> +63(2)-8478-5091 +63(2)-8478-5099 <i>Mobile:</i> +63(909)-881-6565 <i>Email:</i> complaints@arta.gov.ph <i>Web:</i> http://arta.gov.ph/pages/complaintform.php</p>



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